

WEATHER:

If inclement weather is forecasted, our Captains will be watching the radar. We have OFTEN seen a bad weather forecast turn good 1-2 hours prior to a cruise. Therefore, we will try to wait as long as possible to cancel a private charter. Sometimes an hour before departure. We understand the amount of planning that goes into a special event but PLEASE do not reserve a charter if you are not able to wait for the Captain's (NOT the receptionists) decision if there is an iffy forecast. Consider having a back up plan in case of a last minute cancellation. Our office staff will notify you immediately if we get a call from the Captain about weather.

CANCELLATIONS:

If the Captain cancels a trip due to unsafe conditions or mechanical issues the day of the trip and are unable to reschedule there is a full refund.

If you cancel, we require 7 full days notice and you will receive a full refund.

If you cancel less than 7 days prior to your trip, there is no refund unless we can reschedule someone else for your time slot (unlikely).

LATE ARRIVAL:

If you are late for your scheduled departure time you will have 2 options.

1. You may decide to shorten your trip and return to the dock at the originally scheduled ending time.
2. If our schedule allows, you may opt to receive the fully allotted time for your trip for an extra fee TBD.

GRATUITY/TIPPING:

Our crew works hard to ensure your enjoyment, comfort and safety. Since they work for tips, tipping above and beyond the cost of your fare is greatly appreciated. A customary tip amount is at least 20% and can be given directly to our crew.

These are the policies for our PRIVATE CHARTERS. For our public tour & cruise policies click on "POLICIES" at top of Home page.

Thank you for your understanding and for choosing Cape Water Tours!